



Problem Resolution Report



COSD Contract no. 537863
New VTC Systems RU
HP/CoSD-102

Date: October 18, 2012

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") originally dated January 24, 2006 and restated on April 5, 2012 ("the Agreement"), agreement is reached on the date shown above.

Issue or Problem:

- a. The following existing Tandberg VTC Systems listed on Schedule 16.1, Fee – Exhibit 16.1-1 of the Agreement are either no longer available or will shortly be unavailable from the manufacturer:
 1. Tandberg Set-top 770MXP
 2. Tandberg Edge 85 MXP Set-Top
 3. Tandberg Profile 3000 MXP with 32" LCD Monitor
 4. Tandberg Profile 3000 MXP with 32" LCD Monitor
 5. Tandberg Profile 6000 MXP with 50" Plasma Monitor
- b. VTC Systems replacements are therefore required to update the device standard in order to process new orders.

Resolution:

1. The 5 new VTC units systems listed in the Attachment 1 to this PRR shall replace the existing models currently listed in Schedule 16.1, Fee – Exhibit 16.1-1 of the Agreement. These models will be delivered for all new orders received and provided when refresh is required under the Agreement;
2. Monthly Fees for the VTC Resource Units remain unchanged;
3. The initial standards for the VTC Systems are those listed in the Attachment 1 to this PRR, specifications of which will be added to Report 44 – Personal Computing Services Standards - Hardware Standards. Any updates to or modifications of the initial standards will be documented and approved through Report 44 – Personal Computing Services Standards - Hardware Standards;
4. Exhibit 16.1-1 is hereby amended to replace the VTC RU as shown in Attachment.2 to this PRR;

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the



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Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

HP ENTERPRISE SERVICES, LLC

By: Winston F. McColl

By: Max Pinna

Name: Winston F. McColl

Name: Max Pinna

Title: Director Department of Purchasing
and Contracting


Title: Contracts Manager

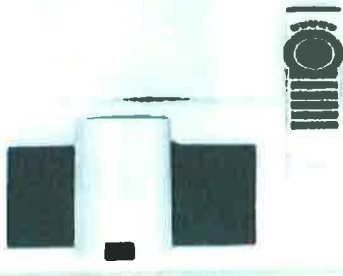
Date: 10/20/2012

Date: October 18, 2012

John Hudson

Attachment 1 to PRR 102 – New VTC Systems

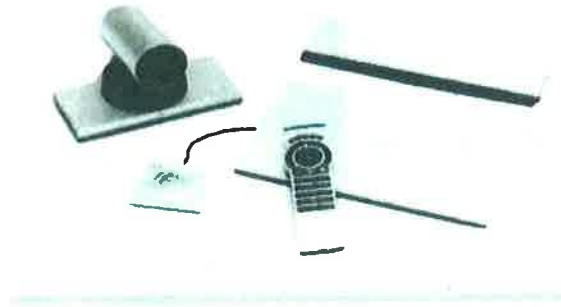
Resource Unit	System Description
1. VTC Personal Video Device	<p>Mfr. & Model #: Cisco EX60 For use in private offices Hardware Properties: Basic camera, codec, Touch Control Software Properties: Presenter Package included Monitor included: 21.5" display screen</p>  A photograph of the Cisco EX60 Personal Video Device. It is a small, white, rectangular device with a built-in camera and a small display screen. The device is shown next to its packaging, which is a black box with the Cisco logo and product name.

2. VTC Room System for Small Conference Rooms	<p>Mfr. & Model #: Cisco Quick Set C20 For use in small team collaboration spaces or small conference rooms Hardware Properties: Codec C20, HD capable camera, Performance Mic 20, Remote Control Software Properties: Presenter Package included Monitor included: None</p>  A photograph of the Cisco Quick Set C20 Room System. It consists of a white, rectangular base unit with a built-in camera and a small display screen. To the right of the base unit is a vertical, black, cylindrical microphone. The system is shown next to its packaging, which is a black box with the Cisco logo and product name.
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Attachment 1 to PRR 102 – New VTC Systems

**3.
VTC Room System for
Small to Medium
Sized Conference
Rooms**

Mfr. & Model #: Cisco SX20 Quick Set
For use in small to medium sized meeting spaces or conference rooms
Hardware Properties: HD capable camera with 2.5x zoom, SX20 Codec, Performance Mic+, Remote Control
Software Properties: Presenter Package included
Monitor included: None



**4.
VTC Room System for
Medium Sized
Conference Rooms**

Mfr. & Model #: Cisco TelePresence MX200
For use in medium sized meeting spaces or conference rooms
Hardware Properties: HD capable camera, codec, Performance Mic 20, Touch Control, Floor Stand
Software Properties: Presenter Package included
Monitor included: 42" display



**5.
VTC Room System for
Large Conference
Rooms**

Mfr. & Model #: Cisco TelePresence MX300

For use in larger meeting spaces or conference rooms

Hardware Properties: HD capable camera, codec, Performance Mic+, Touch Control, Floor Stand

Software Properties: Presenter Package included

Monitor included: 55" display



1.02 - New VTC Systems

Schedule 4.3 Cross-Reference/Service Framework										Measurement Methodology (Specific measurement on the of month or cumulative use (month))	
Component	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	Resource Unit Fee (90% to 1.00% band)	Baseline Volumes (per Contract Year)	(Resource Unit Fee) x (Baseline Volume)	Resource Unit Fee (80% to 89% band)	Resource Unit Fee (70% to 79% band)	Resource Unit Fee (60% to 59% band)	Resource Unit Fee (50% to 49% band)	Resource Unit Fee (40% to 39% band)
1. Voice Service-Sector 4.5	VTC System	Fixed monthly fee per unit	None	\$ 574.44	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2. Network Services - Voice Service-Sector 4.5	VTC System	Fixed monthly fee per unit	None	\$ 498.92	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3. Network Services - Voice Service-Sector 4.5	VTC System	Fixed monthly fee per unit	None	\$ 787.87	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4. Network Services - Voice Service-Sector 4.5	VTC System	Fixed monthly fee per unit	None	\$ 524.45	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5. Network Services - Voice Service-Sector 4.5	VTC System	Fixed monthly fee per unit	None	\$ 1,341.51	N/A	N/A	N/A	N/A	N/A	N/A	N/A